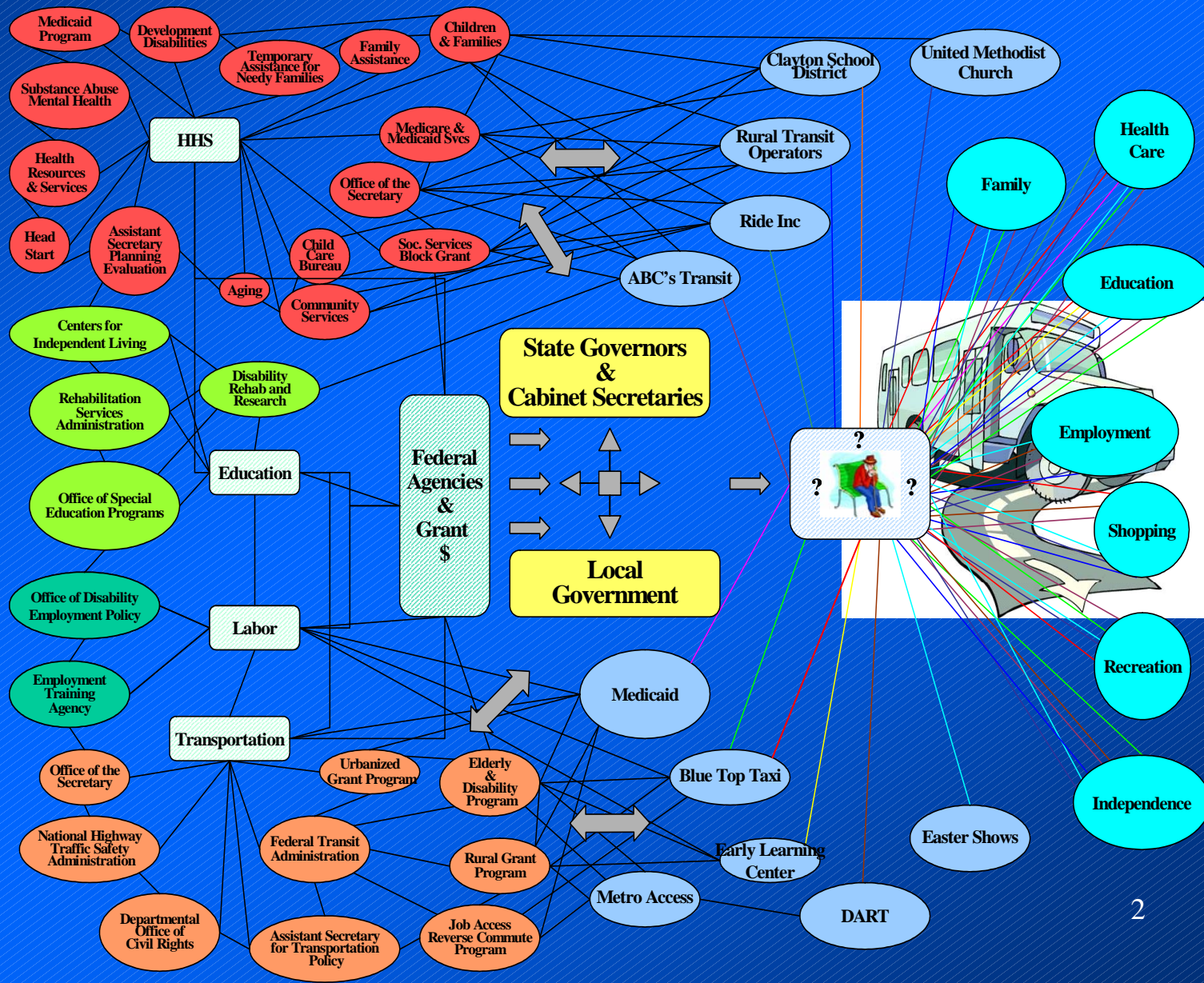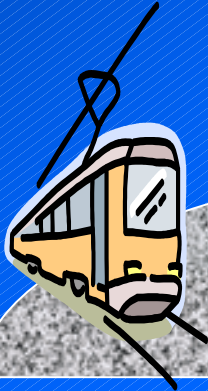# United We Ride!!

Facilitating a Framework for Action at the Community Level

Confusing Array of Programs & Funding

Facilitating Local Communities to Bring People Together: Resulting in Increased Mobility and Improved Efficiencies

Independence.......Empowerment

FRAMEWORK for ACTION

Building the Fully Coordinated Transportation System

Framework Tools for Building Shared Understanding and Action

➤ Assessment tool can be used by itself, or it can be an essential element of developing a work plan, a strategic plan or some other plan

➤ Framework for Action is not just another planning tool. It is a planning and action tool that helps communities understand where they are, define their priorities and move toward specific actions.

A Self-Assessment Tool for Communities:

- ◅ Section 1: Making Things Happen By Working Together
- ◅ Section 2: Taking Stock of Community Needs and Moving Forward
- ◅ Section 3: Putting Customers First
- ◅ Section 4: Adapting Funding for Greater Mobility
- ◅ Section 5: Moving People Efficiently

Section 1:
Making Things Happen By Working Together

Driving Factor:

Individuals and organizations are catalysts for envisioning, organizing, and sustaining a coordinated system that provides mobility and access to transportation for all.

◁ Using decision helpers found in the Self-Assessment Tool for Communities (Page 8-10), the following questions can be presented for individual or group assessment.

◁ Based on the responses to these questions, an evaluation or progress rating can be developed that describes the local program .

Questions to Ask:

◄ Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?

◄ Is a governing framework in place that brings together providers, agencies, and consumers? Are there clear guidelines that all embrace?

◄ Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

◄ Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?

◄ Is there positive momentum? Is there growing interest and commitment to coordinated human service transportation trips and maximizing resources?

Evaluation

◅ After reviewing each of the questions and assessing the progress, each person or group will evaluate how well
◅ they are doing in the area of *Making Things Happen by Working Together* (as follows):

◅ ☼Needs to Begin
◅ ☼Needs Substantial Action
◅ ☼Needs Some Action
◅ ☺Done Well

Section 2:
Taking Stock of Community Needs and Moving Forward

Driving Factor:

A completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment process is used for planning and action.

Section 2:
Taking Stock of Community Needs and Moving Forward (cont'd)

- ◅ Using decision helpers found in the Self-Assessment Tool for Communities (Page 11-15), the following questions can be presented for individual or group assessment.

- ◅ Based on the responses to these questions, an evaluation or progress rating can be developed that describes the local program .

Questions to Ask:

◄ Is there an inventory of community transportation resources and programs that fund transportation services?

◄ Is there a process for identifying duplication of services, underused assets, and service gaps?

◄ Are the specific transportation needs of various target populations well documented?

◄ Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?

Questions (cont'd)

- ◄ Are transportation line items included in the annual budgets for all human service programs that provide transportation services?
- ◄ Have transportation users and other stakeholders participated in the community transportation assessment process?
- ◄ Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

Questions (cont'd)

◅ Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership, and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

◅ Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?

◅ Is data collected on the benefits of coordination? Are the results communicated strategically?

Evaluation

◄ After reviewing each of the questions and assessing the progress, each person or group will evaluate how well they are doing in the area of *Taking Stock of Community Needs and Moving Forward* (as follows):

◄ ☼Needs to Begin

◄ ☼Needs Substantial Action

◄ ☼Needs Some Action

◄ ☺Done Well

Section 3:

Putting Customers First

Driving Factor:

Customers, including people with disabilities, older adults, and low-income riders, have a convenient and accessible means of accessing information about transportation services. They are regularly engaged in the evaluation of services and identification of needs.

◅ Based on the responses to these questions, an evaluation or progress rating can be developed that describes the local program.

◅ Using decision helpers found in the Self-Assessment Tool for Communities (Page 16-18), the following questions can be presented for individual or group assessment.

Questions to Ask:

◄ Does the transportation system have an array of user-friendly and accessible information sources?

◄ Are travel training and consumer education programs available on an ongoing basis?

◄ Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

◄ Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

◄ Are marketing and communications programs used to build awareness and encourage great user of the services?

Evaluation

◄ After reviewing each of the questions and assessing the progress, each person or group will evaluate how well they are doing in the area of *Putting Customers First* (as follows):

◄ ☼Needs to Begin

◄ ☼Needs Substantial Action

◄ ☼Needs Some Action

◄ ☺Done Well

Section 4: Adapting Funding for Greater Mobility

<u>Driving Factor:</u>

Innovation accounting procedures are often employed to support transportation services by combining various state, federal, and local funds. This strategy creates customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

-Based on the responses to these questions, an evaluation or progress rating can be developed that describes the local program.

-Using decision helpers found in the Self-Assessment Tool for Communities (Page 19-20), the following questions can be presented for individual or group assessment.

Questions to Ask:

◁ Is there a strategy for systematic tracking of financial data across programs?

◁ Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

◁ Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

◁ Have facilities been located to promote safe, seamless, and cost-effective transportation services?

Evaluation

◄ After reviewing each of the questions and assessing the progress, each person or group will evaluate how well they are doing in the area of *Adapting Funding for Greater Mobility* (as follows):

◄ ☼Needs to Begin

◄ ☼Needs Substantial Action

◄ ☼Needs Some Action

◄ ☺Done Well

Section 5:
Moving People Efficiently

Driving Factor:
Multimodal and multi-provider transportation networks are being created that are seamless for the customer and operationally and organizationally sound for the providers.
-Based on the responses to these questions, an evaluation or progress rating can be developed that describes the local program.
-Using decision helpers found in the Self-Assessment Tool for Communities (Page 21-22), the following questions can be presented for individual or group assessment.

Questions to Ask:

◄ Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

◄ Are support services coordinated to lower costs and ease management burdens?

◄ Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

◄ Have facilities been located to promote safe, seamless, and cost-effective transportation services?

23

Evaluation

◄ After reviewing each of the questions and assessing the progress, each person or group will evaluate how well they are doing in the area of *Moving People Efficiently* (as follows):

◄ ☼Needs to Begin

◄ ☼Needs Substantial Action

◄ ☼Needs Some Action

◄ ☺Done Well

The Message – Developing a Local Coordinated Plan Provides:

◄ Local Innovations - collaboration drives innovation – 'domino effect'

◄ More Opportunities: The Window of Opportunity is wide open right now

◄ Legislative Support: SAFETEA-LU Provides the Requirements and Support for Local Coordinated Planning

◄ National Support: From the President and across departments, there is widespread support , for more information see: www.unitedweride.gov and www.ctaa.org.

Overall Community Self-Assessment

- ◄ Step 1 of the Community Self-Assessment has been completed.
- ◄ The five sections highlighted in the questionnaire represent the core elements of building a fully coordinated transportation system.
- ◄ This questionnaire was designed to help you see the big picture of your community's overall progress.

Next Steps

◅ The next step of the assessment process is to share and discuss your evaluations with your partners. A group leader who can guide the next steps of the assessment and action planning process should facilitate the meeting. The goal of the meeting will be to clarify the results of the assessments as a group, establish priorities, and develop an action plan.

◅ The next step will involve implementing the actions and moving your community further down the road to a fully coordinated transportation system.

Facilitator Tips

◄ The following tips are provided for Facilitators conducting the Community Assessment Process. For more specific details on facilitation, please refer to the Framework for Action-Building the Fully Coordinated Transportation-Facilitator's Guide. This can be found at www.unitedweride.gov

◄ The Framework for Action uses a straightforward planning and action process, consisting of Four-Steps: Process Planning, Assessing, Prioritizing and Action Planning.

Process Planning

Effective process planning ensures you have the right people together in a meeting-friendly room with a clear agenda to do the work. During this stage, the foundation for action is laid. Therefore, clear thought as to who will move efforts forward is essential.

Assessing

◅ Assessing is the stage where participants, first individually and then collectively, use the assessment tool to evaluate where their human services transportation does well and where it needs improvement. Using the tools for communities, ensures each person understands the elements of a fully coordinated system and assesses progress. The group work builds a shared sense of strengths and weaknesses.

Prioritizing

◄Prioritizing is essential. In most places, a fully coordinated system is a goal, not a reality. Targeted efforts to move forward are likely to have the most impact. During this stage, participants explore strategic options and develop a clear and tight focus for moving forward.

Action Planning

◄ Priorities without a plan lead only to frustration. The action planning process ensures there is a clear sense of who is expected to do what and by when. Clear outcomes are identified to create an accountability framework.

Action

◅ Together, these four steps lay the foundation for action and outline steps toward a more fully coordinated human services transportation system. The remaining sections of the Facilitator's Guide provide guidance and clear outcomes for each of the steps.

Highlights in Facilitator's Guide

- How to set up a meeting and who to invite
- Developing an agenda format
- Considering how each community works and the way they do business and honoring that uniqueness
- Ensuring the forum has an appropriate mix of agencies, each represented by senior staff
- Understanding how change happens in the community
- Before using the Framework for Action with a group of community stakeholders, pilot the assessment in a staff meeting or with others who can illuminate where stakeholders are likely to say more progress is necessary, then, in examining these issue areas, consider who needs to be involved in order to build an effective action plan

Highlights in Facilitator's Guide (Cont'd)

◁ Consider how coordination conversations occur with service areas and how they have been defined considering involving representatives from all appropriate service areas

◁ Informal planning processes can fail to gain traction when they are not linked to related planning processes. If there are existing planning processes underway in your community, consider how to involve the principals from those efforts in building the Framework for Action. Then, ensure that the outputs from this effort are incorporated into those planning processes

Highlights in Facilitator's Guide (Cont'd)

◁ Evaluate if there are existing groups that can be utilized for this process if they have historically taken a leadership role, have the appropriate mix of transportation and human services agencies, membership that is likely to be able to respond to the issues that are raised and a geographic area that transcends common jurisdictional issues.

◁ Consider factors such as candor, information, buy-in and speed of process when determining the size of the group meeting.

◁ Consider using a planning committee to advocate for the use of the tool, explain the purpose and goals and to refine the agenda.

◁ Review the advantages and disadvantaged of having a one-day process or a two-day process.

Highlights in Facilitator's Guide (Cont'd)

◄ Manage the logistics of the meeting including sending the invitations, finding a meeting space, obtaining supplies and arranging for staff support (a recorder is essential)

◄ Consider providing refreshments in the morning, ample break periods and bringing in lunch to keep the group focused.

◄ Most of all, ENJOY AND HAVE FUN!

Coordinated Planning Will Result in Improved Mobility

Help Along the Way:
Guide to Technical Assistance Resources

For Technical Assistance Contact:
Jo Ann Hutchinson, Regional Coordination Ambassador
Community Transportation Association of America
1.877.582.2861
hutchinson@ctaa.org

For More Information Visit:

www.ctaa.org
www.unitedweride.gov

Edit View Favorites Tools Help

ack ▾ → ▾ ⊗ ⌂ ⌂ | ⌕Search ⌹Favorites ⌹Media ⌹ | ⌹ ▾ ⌹ ⌹ ▾ ⊗

ess http://www.unitedweride.gov/1_ENG_HTML.htm ▾ | ⌁Go | Links »

UNITED WE
RIDE
COORDINATING HUMAN SERVICE TRANSPORTATION

Welcome to the Coordinating Council on Access and Mobility

arch: [   ] [Go]

Accessibility   What's New   Success Stories   Contact Us   FAQs   Privacy Policy

out CCAM

icy, Program &
nding

eful Practices

essment & Planning

bility Management
ategies

dership & Partnership

chnical Assistance &
ining

treach

ed a Ride?

sources

The Federal Interagency Coordinating Council on Access and Mobility

Welcome to your one-stop information resource on all federal programs funding human service transportation.

The Federal Coordinating Council on Access and Mobility (CCAM) is an interdepartmental council created by an **Executive Order** that directed the coordination of a variety of federal programs funding transportation for older Americans, individuals with disabilities and persons with lower incomes. To effectively meet the charges outlined by the President, CCAM has developed **six overarching goals**.

WHAT'S NEW

New TCRP Report

Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged is now available. Read more.

GAO Issues Report

Transportation Disadvantaged Seniors: Efforts to enhance senior mobility could benefit from additional guidance Read more.

Newsletter

View the latest United We Ride Newsletter Read more.

Council Meeting

Secretary Mineta, Chair of the Coordinating Council on Access and Mobility hosts Council Meeting Read more.

on the following logos to learn
e about the CCAM Partners.

Internet

Any Questions?

On behalf of the Community Transportation
Association of America
Thank You
and
Best of Luck in Wisconsin!